Standardization & Optimization

Listed below are the four standard areas that will be part of each and every STP.

Computing Platform Services

Recommendation	Action	Estimated Resources

The following should be done to ensure the Agency meets the VITA server standards:
  a. Obtain serial number and warrantee information. Extend the warranty coverage on servers as needed if possible.
  b. Verify that OS security patches are current. If not, install necessary security patches.
  c. Verify virus scanner validity is checked daily and routinely updated.
  d. Implement administrator password requirements as defined by Security.
  e. Implement end user password requirements as defined by Security.
  f. Implement standard server logging and audit requirements as defined by Security.
  g. Establish standard maintenance window, if one does not already exist.
  h. Develop backup and recovery procedures to include the use of an offsite storage facility, within 30 days of implementation of SOP.
  i. Internal and external network services should not be hosted on a single server. Where this occurs, develop a plan to provide the services on separate servers, within 30 days of implementation of SOP.
	Standardize	2 hours minimum, per server
		
		May have to be post SOP due to time. Plan will be worked on during S&O, implement post SOP

Routine server maintenance.	Ongoing	3 hours per server per month

Network Services

Recommendation	Action	Estimated Resources

The following should be done to ensure the Agency meets the VITA network standards:
  a. Review, document and take over maintenance of telecommunication devices. This is to include Password change, set SNMP and other potential changes as needed and defined by security and VITA network lead.
  b. Review telecommunication devices such as routers and switches to ensure a valid maintenance contract exist. If necessary acquire maintenance contract.
	Standardize	2 Hours per network device

Desktop and End User Services

Recommendation	Action	Estimated Resources
The following should be done to ensure the Agency meets the VITA desktop standards: a. Implement break-fix on client PC's or deploy seat management as applicable. b. Change agency email address to fit new VITA standard. c. Coordinate with business staff (Owen Tyler) the change on agency Web presence address to match new VITA standard. d. Verify applicable OS security patches have been installed on the client PC's as defined by the Windows update page (http://windowsupdate.microsoft.com). e. Verify virus scanner is routinely updated on the PC's to meet VITA standards. f. Implement VITA standard E-mail attachment blocking. g. Supply surplus process to the agency for unneeded and non break-fixable hardware and be sure the agency removes it from FACCS as necessary. h. Create a plan to patch office product applications as appropriate. Implement plan within 60 days of agency transition. i. Verify application licensing for all installed applications. VITA needs policy and procedure for maintaining the security and virus scanners updates on the local PC's. In lieu of an existing policy virus signature updates should be controlled from a server and updated on at least a weekly basis as new files come out. Full client virus scans should be scheduled weekly on all client PCs.	Standardize Post SOP Post SOP Post SOP	2 Hours per PC/Account Should be done by Agency with VITA help as necessary. Varies by agency. Varies by agency.
Routine PC maintenance. Routine maintenance can be performed remotely with the proper tools.	Ongoing	1 Hours monthly per PC/Account

Security

Recommendation	Action	Estimated Resources
The following should be done to ensure the Agency meets the VITA security standards: a. Evaluate the configuration of the Agency Firewall; ensuring inbound and outbound access-lists are in place. Ensure that the configurations meet VITA requirements. b. Review remote connectivity capability (dial-up) and Remediate as necessary with VPN solution or review existing VPN configuration to ensure it meets VITA security standards. VPN will need to be replaced by centralized VITA VPN solution once VITANet is available.	Standardize	12 Hours per location